

Income Security Programs (ISP) Health and Welfare Canada Survey on Quality

The ISP Branch of Health and Welfare Canada periodically conducts surveys of its beneficiaries to evaluate the quality of the service which it provides. These surveys have as their objective to obtain:

- Information on the opinions of beneficiaries of the Old-Age Security (OAS) Program and the Canada Pension Plan (CPP) regarding the quality of service currently being provided.
- Data which will permit the assessment of various options for improving program effectiveness.

Methodology

For illustrative purposes this discussion focuses on the 1989 survey with comparisons to surveys carried out in earlier years.

The 1989 Survey Sample:

A survey sample was drawn from all recipients receiving OAS, the Guaranteed Income Supplement (GIS), the Spouse's Allowance (SPA) and the CPP Flexible Retirement, Disability and Survivors benefits. The regions covered include: Atlantic, Quebec (except for the CPP), Ontario and Western. The survey was conducted by mail and questionnaires were sent to a random sample of 8,075 OAS and CPP benefit recipients. The sample was further broken down by region and type of benefit.

Of the 8,075 questionnaires mailed out, 6,216 were returned. After data editing, 6,187 returns were used in the analysis giving the survey a 76.6-percent response rate.

The OAS Masterfile and the CPP Master Benefit Records were used as the sampling frame. They contain the names and addresses of all the current OAS and CPP beneficiaries. These masterfiles are used for the monthly check issue and are regularly updated. Stratification was done by region and by benefit type.

Data Processing:

Questionnaire responses were directly entered on computer using the computer software package dBase III Plus, with specially written programs allowing only valid codes to be entered. Data was then edited using the statistical package SPSS/PC to ensure consistency. Data entry errors and respondents' errors were double-checked and corrected.

Other Steps:

Attempts were made to maximize the response rates. Two weeks before the survey, an advance letter was sent to all participants selected for the survey in order to inform them that they would be receiving a questionnaire in 2 weeks.

During the same period, regional directors and client service centers were advised about the upcoming survey and supplied with the same letters and questionnaires for the purpose of helping respondents with possible questions.

Two weeks after mailing the questionnaire, a followup letter was sent to remind the participants to complete and return their questionnaire, if they had not already done so.

1989 Quality of Service Survey Compared to 1976, 1984 and 1986 Surveys

Three similar Quality of Service Surveys were carried out in 1976, 1984 and 1986. The 1976 survey was targeted at OAS/GIS and SPA recipients and did not include CPP recipients. The 1984 survey included the OAS, GIS, SPA, CPP Disability and CPP Survivor's beneficiaries for Ontario and British Columbia only. While the 1986 survey covered all the same programs as the 1984 survey, it dealt with all provinces and territories. The 1989 survey also included the OAS, GIS, SPA, CPP Disability and CPP Survivor's, in addition to CPP Flexible Retirement beneficiaries for all provinces and territories. However, there were no CPP beneficiaries in Quebec in the sample.

The 1976, 1984 and 1989 surveys covered all relevant program beneficiaries, while the 1986 survey covered only new beneficiaries. Some of the questions were repeated from survey to survey, some were dropped and some additional questions were added. The 1984, 1986 and 1989 surveys repeated questions on contacting an ISP office, verbatim, as well as preference for direct deposit or mail delivery of benefit checks, so direct comparisons in these areas between 1976, 1984, 1986 and 1989 can be made. The 1984 survey went into more detail on the reasons for preferring direct deposit of benefit checks than did the 1976 survey. The 1986 survey, on the other hand, introduced a series of questions on application forms and check inserts which were again asked in the 1989 survey. The 1989 survey included a series of questions on the CPP Record of Earnings Statement.

Table 1 compares the results of the 1976, 1984, 1986 and 1989 surveys. It should be recalled, however, that the 1986 survey population is not exactly comparable to the survey population in the 1976, 1984 and 1989 surveys, since the 1986 survey dealt only with new beneficiaries while the other surveys dealt with the entire beneficiary population. Nevertheless, a limited comparison of the four surveys can provide some useful insights.

TABLE 1
DEMAND FOR SERVICE

<u>Percentage of Respondents Who:</u>	<u>Survey on Quality of Service</u>			
	<u>1976</u>	<u>1984</u>	<u>1986</u>	<u>1989</u>
Actually Contacted ISP Office				
By Telephone	15.7%	29.7%	44.9%	48.0%
Found Personnel Polite	91.5%	88.0%	-	-
Received Information Needed	85.9%	85.4%	93.9%	95.7%
Actually Contacted ISP Office				
By Writing a Letter	8.9%	8.5%	11.4%	14.5%
Received Reply	78.3%	91.3%	93.8%	-
Reply Answered Questions	77.1%	79.4%	90.6%	77.7%
Actually Contacted ISP Office				
By Personal Visit	11.1%	38.0%	59.0%	55.9%
Office Easy to Locate	93.8%	95.3%	80.2%	87.7%
Found Personnel Polite	92.0%	96.7%	-	-
Served Promptly	9.8%	91.0%	83.3%	92.7%
Read OAS/CPP Booklets	75.5%	50.7%	73.6%	58.4%
Print Large Enough	84.0%	93.0%	98.3%	-
Easy to Understand	68.0%	90.4%	95.6%	-
Booklet Useful	85.3%	90.9%	94.9%	-
Prefer Direct Deposit of Check	11.0%	24.0%	29.2%	25.1%
Prefer Check Mailed to Home	86.9%	59.9%	64.5%	74.3%

Source: Quality of Service Survey 1989, ISP, Health and Welfare Canada. Unweighted figures.

Since 1976, there has been a marked increase in the proportion of clients making direct contact with the ISP offices. Between 1984 and 1986, the percentage of clients reporting visits to an ISP office increased from 38 to 59, while the percentage of clients contacting an ISP office by telephone increased from 30 to 45 during the same period. The 1989 survey indicated a drop from 59 to 56 percent of beneficiaries who had visited an ISP office and an increase from 45 to 48 percent of new beneficiaries who had telephoned an ISP office.

A notable trend was the shift in preference towards having the benefit check mailed to home or post office mailbox. Three quarters of the beneficiaries indicated a preference for mailing of benefit check, where the direct deposit stabilized at one quarter.

Analysis of Selected Questions

Services Provided by ISP:

Participants were asked a wide range of questions dealing with the use of services provided by ISP. As well, questions were asked to determine the efficiency with which services were being provided. The vast majority of persons who had contacted an ISP office were satisfied with the services they received.

Application for Benefits:

The survey participants were asked how they obtained the application form when they applied for OAS or CPP benefits. Over 38 percent of the survey respondents said their application arrived automatically in the mail. Client service centers were identified by over 33 percent of the respondents who picked up the forms, while a further 19 percent indicated that they either telephoned or wrote and asked for an application.

Although very few respondents reported any problems with the wording or size of print used on the application forms, 48.2 percent of the respondents indicated that they needed help in filling out the forms. Out of the group who needed assistance, 52 percent said they contacted an ISP office for assistance while a further 40 percent asked a relative or friend for help.

Telephone Service:

Respondents were asked whether or not they had telephoned an ISP office. Close to 48 percent indicated that they had telephoned. The vast majority of that group indicated that they telephoned to ask for information relating to the application forms. Only 3 percent telephoned to register a complaint while a further 19 percent telephoned to report a change of address.

Out of the group who telephoned an ISP office, 84.4 percent said that they either often or sometimes found the telephone lines busy. This tendency was most pronounced in Western

regions and Ontario. Respondents from Atlantic Canada were the least likely to report the telephone lines busy.

It would appear from the survey that when people encounter a busy signal when telephoning an ISP office, most kept calling until the telephone was answered. Out of the group, close to 90 percent persisted until they got through. Only a small portion visited a client service center or wrote a letter when they encountered a busy signal in attempting to contact an ISP office. When asked how long a wait "on hold" would be reasonable, the majority (70 percent) said 5 minutes or less. About 17.1 percent said between 6 and 10 minutes would be a reasonable time to have to wait to "on hold." With respect to hours of service, the current hours of 8:00 a.m. to 4:00 p.m. was top choice overall with 69 percent. Second choice was 8:00 a.m. to 5:00 p.m. preferred by 12.9 percent of the sample.

The questionnaire also included a question on what clients would prefer to listen to if put "on hold." About 40 percent favored listening to music, 29 percent preferred recorded information messages (18 percent chose both), while only a small number of clients indicated that "silence is golden."

Client Service Centers:

When asked whether they had visited an ISP office, 55 percent of respondents said that they had. The questionnaire further on asked what means of transportation they used to go to the office. A personal car was what they most favored, with 74.7 percent of the survey participants saying they used a taxi, a bus or subway, while another 7.6 percent said they walked.

One third of respondents would prefer to visit an ISP office in the morning with 10:00 a.m. to noon being the most popular visiting time followed very closely by noon to 3:00 p.m. at 31 percent. One out of three respondents indicated that they would like to see a part-time office, if a full-time office was not available.

When asked whether they wanted to see improvements like a system of numbers to establish priority for service, the opportunity to make an appointment, or some other improvement, 36.7 percent of respondents favored an appointment system. "No improvement needed" was chosen by one-third of the clients, while the "Take-A-Number" system was the opinion of a quarter of the respondents.

Direct Deposit:

With respect to the preference in the delivery of their monthly benefit checks, 74.3 percent of the respondents chose the method of mail delivery to their home or post office mailbox.

The remainder indicated they preferred a direct deposit to their bank account. Eighty-three percent of respondents living in rural areas preferred to have their checks mailed; the percentage for respondents living in urban areas was 70 percent.

Record of Earnings Statement:

Respondents were asked if they ever received a CPP Record of Earnings Statement, and if the statement they received was correct. Since the automatic mail-out of record of earning statements is a relatively new program and sent only every 2 years, the response to the survey question was relatively low at 37.6 percent, but nonetheless, those statements received were reported accurate.

Brochures and Inserts:

Close to 65 percent of responders said that they had read an ISP brochure or pamphlet, which they found useful and easy to understand. Check inserts proved to be quite popular among respondents. Inserts dealing with OAS or CPP were more popular, followed closely by income tax issues, than any other types of inserts.

To summarize, the majority of respondents seemed to be satisfied with the types and levels of service provided by ISP. Those who either telephoned, visited or wrote to an ISP office indicated that they received the information they required. Few reported problems, with the exception of a sizable group who encountered busy telephone lines or objected to being put "on hold" for too long.

Analysis of the "Comments" of the Respondents:

Along with specific questions asked in the survey, space was provided where respondents could freely express their needs, concerns and views dealing with the quality of service. The results of the "comments" sections of the questionnaire are presented here, highlighting some of the major areas of interest or concern. It should be noted that a respondent could comment on a number of issues and each comment was recorded separately for analytical purposes.

The most frequent comment regarding the quality of service was the expression of satisfaction with personnel and service. Twenty-five percent of the comments expressed satisfaction with ISP service, a noticeable improvement from the 19 percent that indicated this in the 1986 survey. In addition to the 132 comments expressing satisfaction with the service, there were an additional 189 comments expressing appreciation for the programs administered by ISP.

There were suggestions for the improvement of service, such as the use of languages other than the two official languages, better access to buildings for the disabled, keeping longer office hours with uninterrupted appointments and more interesting check inserts and booklets. Respondents expressed the desire for medical and drug plans, pointing out that the benefits are insufficient to cover these necessary expenses. Also more discounts and social programs should be made available to them.

Respondents complained of late or lost checks and disliked a change of benefit amount without explanation. The majority of the complaints dealt with the constantly busy telephone lines and the lack of concern after being put "on hold." Angry respondents pointed out the need for higher benefits, particularly after complaining about the waste of money spent on this survey.

Conclusion

The 1989 survey on the quality of service was very useful and confirmed the trends noticed in the previous similar surveys. People use more and more our services and are more and more satisfied with the quality of our services.

The survey as such was well planned and scheduled. Over 6,000 questionnaires were returned with a response rate of 76.6 percent. The wave analysis of respondents demonstrated that nonrespondents had the same characteristics than respondents.

Survey Instrument

A facsimile of the 1989 survey instrument follows.

THIS IS A FACSIMILE

1989 OLD AGE SECURITY
and
CANADA PENSION PLAN
QUALITY OF SERVICE SURVEY

INSTRUCTIONS

PLEASE READ EACH QUESTION CAREFULLY BEFORE ANSWERING.

PLEASE WRITE YOUR ANSWER IN THE SPACE PROVIDED
OR CHECK ☒ THE APPROPRIATE CIRCLE.

IN THIS QUESTIONNAIRE, WE WILL REFER TO "OUR OFFICES".
BY THIS WE MEAN HEALTH AND WELFARE CANADA
CLIENT SERVICE CENTRES WHERE YOU APPLY FOR BENEFITS
OR GET INFORMATION ABOUT YOUR BENEFIT.

NHW/ISP-345-03221

First, we would like to get some general information.

1. WHAT IS YOUR SEX?

___ female ___ male

2. WHAT IS YOUR AGE?

_____ years

3. WHAT IS YOUR MARITAL STATUS?

___ single (never married)

___ married

___ common-law

___ widowed

___ separated or divorced

4. WHICH CITY OR TOWN DO YOU LIVE IN?

5. WHICH PROVINCE OR TERRITORY DO YOU LIVE IN?

In this questionnaire we refer to a number of federal benefits.

The following is a brief description of these benefits.

OLD AGE SECURITY PENSIONS

are paid monthly to all Canadians and Landed immigrants who are 65 years of age or older and meet the minimum residency requirements.

THE GUARANTEED INCOME SUPPLEMENT

is paid to old age pensioners who have little or no income and apply annually for this benefit.

SPOUSE'S ALLOWANCE and WIDOWED SPOUSE'S ALLOWANCE

are paid to Canadians and Landed immigrants who have little or no income, are 60 to 64 years old and are either married to a pensioner or are widowed.

THE CANADA PENSION PLAN

provides retirement benefits to individuals who have contributed to the Plan. Benefits usually begin when the individual reaches 65 years of age, but may be applied for as early as 60 years of age.

In addition to retirement benefits, individuals who have contributed to the plan and become disabled may apply for a CANADA PENSION PLAN DISABILITY benefit.

Surviving spouses of individuals who have contributed to the plan may apply for CANADA PENSION PLAN SURVIVOR'S benefits.

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6. WHICH OF THE FOLLOWING BENEFITS DO YOU PERSONALLY RECEIVE?

Check as many as apply.

- ☐ Old Age Security Pension
- ☐ Guaranteed Income Supplement
- ☐ Spouse's Allowance
- ☐ Canada Pension Plan Retirement Benefit
- ☐ Canada Pension Plan Disability Benefit
- ☐ Canada Pension Plan Survivor's Benefit

____ Other, (specify) _____

The next questions are only for those individuals who have filled
in one of our application forms during the past 12 months.

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7. DID YOU APPLY FOR AN OLD AGE SECURITY PENSION, GUARANTEED
INCOME SUPPLEMENT OR CANADA PENSION PLAN BENEFIT DURING THE
PAST 12 MONTHS?

___ yes ___ no ___ do not recall

Please go to question 10.

8. a) HOW DID YOU OBTAIN YOUR APPLICATION FORMS(S)?
Check as many as apply.

___ picked it up at Our Office
___ wrote to Our Office
___ it arrived automatically in the mail
___ telephoned Our Office
___ telephoned toll-free number
___ from a friend or relative
___ do not recall
___ other, (specify) _____

- b) WAS THE WORDING EASY TO UNDERSTAND?

___ yes ___ no ___ do not recall

- c) WAS THE PRINT LARGE ENOUGH?

___ yes ___ no ___ do not recall

- d) DID YOU COMPLETE THE LANGUAGE PREFERENCE CODE ON THE FORM,
OR WERE YOU ASKED WHICH CODE SHOULD BE MARKED?

___ yes ___ no ___ do not recall

9. DID YOU REQUIRE ANY HELP COMPLETING THE APPLICATION FORMS(S)?

☐ yes ☐ no ☐ do not recall

Please go to question 10 on the next page.

IF YOU REQUIRED HELP TO COMPLETE THE APPLICATION FORM(S)...

a) WHAT DID YOU DO TO GET THIS HELP?

Check as many as apply.

☐ telephoned one of Our Offices

☐ visited one of Our Offices

☐ wrote to one of Our Offices

☐ asked a relative or friend for help

☐ other, (specify) _____

b) DID YOU GET THE HELP YOU REQUIRED?

☐ yes ☐ partially ☐ no

The next questions ask for your preferences about contacting
one of Our Offices and receiving your cheques.

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10. IF YOU HAD TO CONTACT ONE OF OUR OFFICES, WHICH OF THE FOLLOWING
METHODS WOULD YOU MOST PREFER TO USE:

Check ONE ONLY please.

- ☐ telephone one of Our Offices
- ☐ visit one of Our Offices
- ☐ write a letter to one of Our Offices
- ☐ other, (specify) _____

11. HOW WOULD YOU PREFER TO RECEIVE YOUR CHEQUE?

- ☐ directly deposited to bank account
- ☐ mailed to home or post office mailbox
- ☐ other, (specify) _____

The next questions are about the delivery of your CANADA PENSION
PLAN and OLD AGE SECURITY cheques.

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12. HAS THERE EVER BEEN A MONTH WHEN YOU HAVE NOT RECEIVED AN OLD AGE SECURITY OR CANADA PENSION PLAN CHEQUE THAT YOU WERE EXPECTING?

___yes ___ no ___ do not recall

Please go to question 14.

IF THERE HAS EVER BEEN A MONTH WHEN YOU DID NOT RECEIVED ONE OF
YOUR CANADA PENSION PLAN OR OLD AGE SECURITY CHEQUES...

- a) WHAT DID YOU DO ABOUT THIS?

Check as many as apply.

___ telephoned one of Our Offices

___ visited one of Our Offices

___ wrote to one of Our Offices

___ had a friend or relative help

___ do not recall

___ other, (specify) _____

- b) HOW LONG DID IT TAKE TO RECEIVE A REPLACEMENT FOR THE
CHEQUE THAT YOU DID NOT RECEIVE?

_____ weeks

13. HOW LONG DO YOU THINK IT IS REASONABLE TO WAIT FOR THE
REPLACEMENT OF A CHEQUE THAT YOU DID NOT RECEIVE?

up to _____ weeks

The next question asks about your CANADA PENSION PLAN RECORD OF EARNINGS STATEMENT. These statements indicate a CANADA PENSION PLAN contributor's life-time contributions and potential CANADA PENSION PLAN benefits.

These statements are sent every two years to all contributors over age 24.

Because the automatic mail-out of RECORD OF EARNINGS STATEMENTS is a relatively new program, you may not have ever received one.

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14. HAVE YOU EVER RECEIVED A RECORD OF EARNINGS STATEMENT?

☐ yes ☐ no ☐ do not recall

☐ does not apply Please go to question 15
(not a contributor) on the next page.

IF YOU HAVE RECEIVED A RECORD OF EARNINGS STATEMENT...

a) WAS IT IN YOUR PREFERRED OFFICIAL LANGUAGE (ENGLISH OR FRENCH)?

☐ yes ☐ no ☐ do not recall

b) WAS THIS STATEMENT CORRECT?

☐ yes ☐ no ☐ could not tell

☐ do not recall

Please go to question 15 on the next page.

c) WHAT DID YOU DO IF YOUR STATEMENT WAS NOT CORRECT?
Check as many as apply.

☐ telephoned one of Our Offices

☐ visited one of Our Offices

☐ wrote to one of Our Offices

☐ do not recall

☐ other, (specify) _____

d) WERE YOU SATISFIED WITH THE RESULT OF YOUR CONTACT WITH OUR OFFICE REGARDING CHANGES TO YOUR RECORD OF EARNINGS STATEMENT?

____ very ____ partially ____ dissatisfied
satisfied satisfied

The next questions ask about the quality of telephone service
you have received if you have ever called one of Our Offices

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15. HAVE YOU EVER TELEPHONED ONE OF OUR OFFICES?

___ yes ___ no ___ do not recall

Please go to question 16.

IF YOU HAVE TELEPHONED ONE OF OUR OFFICES...

a) HOW DID YOU FIND THE TELEPHONE NUMBER FOR OUR OFFICE?

___ found it in the telephone book
___ called directory assistance
___ asked a friend or relative
___ do not recall
___ other, (specify) _____

b) WHEN CALLING ONE OF OUR OFFICES, DID YOU EVER FIND THE
TELEPHONE LINES BUSY?

___ often ___ sometimes ___ never

c) WHAT DID YOU DO IF THE TELEPHONE LINES WERE BUSY?
Check as many as apply.

___ kept calling until the phone was answered
___ visited one of Our Offices instead
___ wrote to one of Our Offices instead
___ got help elsewhere
___ other, (specify) _____

d) WHY DID YOU TELEPHONE OUR OFFICE?

Check as many as apply.

- ☐ because cheque did not arrive
- ☐ to make a complaint
- ☐ to change address
- ☐ to ask how to apply for a benefit
- ☐ to ask about a benefit
- ☐ to ask about application process
- ☐ to ask about Record of Earnings Statement
- ☐ to ask for an application form
- ☐ other, (specify) _____

e) WERE YOU GREETED USING BOTH ENGLISH AND FRENCH?

- ☐ yes ☐ no ☐ do not recall

f) WERE YOU SERVED IN THE OFFICIAL LANGUAGE OF YOUR CHOICE (ENGLISH OR FRENCH)?

- ☐ yes ☐ no ☐ do not recall

g) HOW WOULD YOU RATE THE LANGUAGE QUALITY OF THE SERVICE YOU RECEIVED WHEN YOU LAST CALLED ONE OF OUR OFFICES?

- ☐ excellent ☐ good ☐ fair ☐ poor

h) DID YOU RECEIVE THE INFORMATION YOU REQUESTED?

- ☐ yes ☐ no ☐ do not recall

The next questions ask about the level of telephone service
you would like to receive

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16. HOW LONG WOULD YOU BE PREPARED TO WAIT "ON HOLD" IF YOU CALLED
ONE OF OUR OFFICES AND THE LINES WERE BUSY?

up to _____ minutes

17. WE NORMALLY HANDLE TELEPHONE ENQUIRIES FROM 8:00am TO 4:00pm
MONDAY TO FRIDAY. WOULD YOU LIKE THESE HOURS EXTENDED TO...
Check ONE ONLY, please.

___ 5:00pm ___ 6:00pm ___ 7:00pm
___ 8:00pm ___ current hours are satisfactory

18. IF YOU ARE PUT "ON HOLD", WOULD YOU PREFER TO LISTEN TO...

___ information messages
___ music
___ information messages and music
___ other, (specify) _____

Health and Welfare Canada often inserts other information with
OLD AGE SECURITY and CANADA PENSION PLAN cheques.

The next questions ask about any of these
cheque inserts that you may have read.

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19. HOW OFTEN DO YOU READ THE INFORMATION INSERTED WITH YOUR
CHEQUE?

☐ always ☐ sometimes ☐ never

☐ not applicable Please go to question 21.
(cheque is sent directly to bank)

20. HAVE ANY OF THE CHEQUE INSERTS PROMPTED YOU TO TAKE ACTION?

☐ yes ☐ no ☐ do no recall

Please go to question 21.

IF ANY OF THE CHEQUE INSERTS HAVE PROMPTED YOU TO TAKE ACTION,
WHAT TYPE OF ACTION DID YOU TAKE?

Check as many as apply.

☐ reapplied for benefits

☐ applied for additional benefits

☐ called one of Our Offices

☐ suggested a friend or relative apply for benefits

☐ notified one of Our Offices about a change in address, name or Social Insurance
Number

☐ other, (specify) _____

21. IF YOUR CHEQUE IS NOW SENT DIRECTLY TO YOUR BANK, WOULD YOU LIKE
TO RECEIVE THE INFORMATION CONTAINED IN THE CHEQUE INSERTS?

☐ yes ☐ no ☐ not applicable
(receive cheque in the mail)

In the next question we would like your opinion on how useful the following information would be if included in cheque inserts

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22. HOW WOULD YOU RATE THE USEFULNESS OF THE FOLLOWING INSERTS GIVING INFORMATION ABOUT...

- a) Benefit rate increases under the CANADA PENSION PLAN and OLD AGE SECURITY?

___ very useful ___ useful ___ not useful

- b) Health and physical fitness issues

___ very useful ___ useful ___ not useful

- c) Current events such as free trade or the Constitution

___ very useful ___ useful ___ not useful

- d) environmental concerns

___ very useful ___ useful ___ not useful

- e) income tax issues

___ very useful ___ useful ___ not useful

- f) Retirement planning

___ very useful ___ useful ___ not useful

- g) Reminders concerning the CANADA PENSION PLAN and OLD AGE SECURITY. For example, about change of address or finances, GUARANTEED INCOME SUPPLEMENT renewals, etc.

___ very useful ___ useful ___ not useful

- h) Other suggestions, _____

Health and Welfare Canada publishes information brochures about OLD AGE SECURITY and the CANADA PENSION PLAN. The next question asks about any of these brochures that you may have read.

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23. HAVE YOU READ ANY BROCHURES ABOUT OLD AGE SECURITY OR THE CANADA PENSION PLAN?

___ yes ___ no ___ do not recall

Please go to question 24
on the next page.

a) IF YOU HAVE READ ANY OF THE BROCHURES, HOW DID YOU GET THESE BROCHURES?

Check as many as apply.

___ picked them up at one of Our Offices

___ from a friend or relative

___ picked them up at community agency or seniors' group

___ from a doctor, lawyer or social worker

___ at a supermarket, pharmacy or other store

___ at a pre-retirement seminar or workshop

___ other, (specify) _____

The next questions ask about the service that we provide in
Our Offices or client service centres.

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24. HAVE YOU EVER VISITED ONE OF OUR OFFICES?

___ yes ___ no ___ do not recall

Please go to question 25
on the next page.

IF YOU HAVE VISITED ONE OF OUR OFFICES...

a) WHY DID YOU VISIT ONE OF OUR OFFICES?

- ___ because cheque did not arrive
- ___ to make a complaint
- ___ to change address
- ___ to ask how to apply for a benefit
- ___ to ask about benefit
- ___ to ask about application process
- ___ to ask about Record of Earnings Statement
- ___ to pick up an application form
- ___ other, (specify) _____

b) WERE YOU SERVED PROMPTLY?

___ yes ___ no ___ do not recall

c) WERE YOU GREETED IN BOTH ENGLISH AND FRENCH?

___ yes ___ no ___ do not recall

d) WERE YOU SERVED IN THE OFFICIAL LANGUAGE OF YOUR CHOICE
(ENGLISH OR FRENCH)?

___ yes ___ no ___ do not recall

e) HOW WOULD YOU RATE THE LANGUAGE QUALITY OF THE SERVICE
YOU RECEIVED WHEN LAST VISITING ONE OF OUR OFFICES?

___ excellent ___ good ___ fair ___ poor

f) WAS THE OFFICE CLEAN?

___ yes ___ no ___ do not recall

g) WERE THERE SIGNS THAT CLEARLY IDENTIFIED THE OFFICE?

___ yes ___ no ___ do not recall

h) HOW DID YOU FIND THE ADDRESS OF OUR OFFICE?

___ found in the telephone book

___ called one of Our Offices

___ saw the office when in the area

___ asked a friend or relative

___ do not recall

___ other, (specify) _____

I) WAS THERE ENOUGH SEATING?

___ yes ___ no ___ do not recall

j) WAS THE OFFICE EASY TO ENTER (e.g. ramps for wheelchairs, elevators where needed)?

___ yes ___ no ___ do not recall

25. DO YOU KNOW WHERE OUR OFFICE CLOSEST TO YOUR HOME IS LOCATED?

___ yes ___ no

Please go to questions 26
on the next page.

IF YOU KNOW WHERE OUR CLOSET OFFICE IS LOCATED...

a) HOW LONG WOULD IT TAKE YOU TO GET THERE FROM YOUR HOME?

_____ minutes

b) HOW WOULD YOU MOST LIKELY GET TO OUR OFFICE?
Check ONE ONLY please.

- ☐ by walking
- ☐ would drive
- ☐ would have a friend or relative drive
- ☐ by taxi
- ☐ by bus or subway

c) FROM YOUR HOME, IS OUR OFFICE EASY TO GET TO BY PUBLIC TRANSIT?

- ☐ yes ☐ no ☐ do not know
- ☐ not applicable (there is no public transit)

26. HOW LONG DO YOU THINK IT IS REASONABLE TO EXPECT TO WAIT BEFORE BEING SERVED WHEN VISITING ONE OF OUR OFFICES?

up to _____ minutes.

27. WHAT TIME OF DAY WOULD YOU PREFER TO VISIT OUR OFFICE?
Check ONE ONLY please.

- ☐ between 8:00am and 10:00am
- ☐ between 10:00am and 12:00 noon
- ☐ between 12:00 noon and 3:00pm
- ☐ between 3:00pm and 6:00pm
- ☐ other, (specify) _____
- ☐ would not visit one of Our Offices

28. IN YOUR OPINION, WHICH ONE (if any) OF THE FOLLOWING IMPROVEMENTS WOULD YOU MOST LIKE TO SEE IN OUR OFFICES? Please check ONE ONLY.

- ☐ the use of a "Take-A-Number" system

- ___ opportunity to make an appointment
- ___ extended hours of operation
- ___ no improvements needed

29. IF A FULL-TIME OFFICE IS NOT CURRENTLY OFFERED IN YOUR COMMUNITY, WHICH OF THE FOLLOWING WOULD YOU PREFER?

Check ONE ONLY please.

- ☐ a part-time office
- ☐ a toll-free telephone service 5 days a week
- ☐ other, (specify) _____

=====

The next questions ask about any letters that you may have
written to one of Our Offices

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30. HAVE YOU EVER WRITTEN TO ONE OF OUR OFFICES?

- ☐ yes ☐ no ☐ do not recall

Please go to question 31
on the next page.

IF YOU HAVE WRITTEN TO ONE OF OUR OFFICES...

- a) WHY DID YOU WRITE TO OUR OFFICE?

- ☐ because cheque did not arrive
- ☐ to make a complaint
- ☐ to change address
- ☐ to ask how to apply for a benefit
- ☐ to ask about benefit
- ☐ to ask about application process
- ☐ to ask about Record of Earnings Statement
- ☐ to request an application form
- ☐ other, (specify) _____

b) HOW LONG DID IT TAKE FOR YOU TO RECEIVE A REPLY TO YOUR LETTER?

_____ weeks

_____ do not recall

c) DID THE REPLY ANSWER YOUR QUESTIONS?

___ yes ___ partially ___ no ___ do not recall

d) WAS THE REPLY CLEAR AND UNDERSTANDABLE?

___ yes ___ no ___ do not recall

e) HOW WOULD YOU RATE THE LANGUAGE QUALITY OF THE REPLY?

___ excellent ___ good ___ fair ___ poor

f) HOW WOULD YOU RATE THE LANGUAGE QUALITY OF THE REPLY?

Check as many as apply.

___ found it in the telephone book

___ called Our Office

___ asked a friend or relative

___ do not recall

___ other, (specify) _____

31. HOW LONG DO YOU THINK IT IS REASONABLE TO WAIT FOR A REPLY TO A LETTER WRITTEN TO ONE OF OUR OFFICES?

up to _____ days

WE WELCOME YOUR COMMENTS ON THE QUALITY OF SERVICE YOU
HAVE RECEIVED THROUGH OUR OFFICES, AS WELL AS ANY OTHER
VIEWS YOU MAY HAVE ON WHAT WE CAN DO
TO IMPROVE OUR SERVICES.